

PRINCIPAL CASE WORKER

DEFINITION: Under general direction, performs work of considerable difficulty in providing professional intensive case management services to a caseload of Program for Self Reliance customers and families in crisis or who are hard to serve; develops case plans; provides counseling in the management of barriers, goals, tasks, education, job search and readiness, prevention of high risk behaviors, employment retention, self sufficiency and personal responsibility; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Provides professional case management services; maintains a caseload of customers and families in crisis or who are hard to serve due to domestic violence, alcohol/substance abuse, poor mental health, homeless or those nearing their time limit; develops a case plan with the customer and the family to address barriers and to reach self-sufficiency; identifies and authorizes appropriate work activities that support the case plan; conducts thorough interviews with customer to identify needs, strengths, and barriers; assesses for high risk factors including domestic violence, alcohol/substance abuse, mental health, homelessness, time limit, etc.; assists hard to serve high risk customers with the transition to employment and eventual self-sufficiency.

Provides counseling to hard to serve customers in the management of barriers, goals, tasks, education, job search and readiness, prevention of high risk behaviors, employment retention, self sufficiency and personal responsibility; identifies service providers and refers customers and family members to services based upon assessment results and the case plan; reviews customer's progress in managing their barriers and in meeting work requirements; monitors each case by communicating with families and service providers on a frequent basis; evaluates the completion and progress of customer goals and objectives in the case plan on a more frequent bases and updates case plans as necessary; actively participates in case conference and other case staffing (MDT) relevant to customer progress.

May provide transportation to customers; updates customer progress reports; may conduct home visits and visits field office to ensure customer progress; gathers case information and enters required information into database and updates as required; provides testimony at hearings; cooperates in investigations with the fraud section; provides recommendation to work groups regarding internal policies and procedures, 3 year plan; attends training, conferences, meetings and customer events/activities; provides in-house guidance to staff on best practices in regards to the dissemination of information and services to customers.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of intensive case management, human/social services, domestic violence, mental health alcohol/substance abuse, and homelessness.

Knowledge of community agencies and services provided.

Knowledge of applicable federal, state and local laws, rules, regulations, policies and procedures.

Knowledge of the principles and practices of effective training.

Skill in analyzing complex statistical and programmatic data.

Skill in making presentations.

Skill in interpersonal communications and dealing with people.

Skill in counseling disadvantaged people about their problems.

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Skill in analyzing data and drawing valid conclusions.
Skill in communicating effectively in both the English and Navajo languages.
Skill in assessing situations and providing appropriate remedies.
Skill in the art of persuasion.
Skill in establishing and maintaining effective working relationships.
Ability to analyze, evaluate and make decisions.
Ability to work independently, set priorities, plan, organize and implement activities.
Ability to address public and professional groups.
Ability to prepare and maintain customer progress reports.
Ability to maintain effective working relationships with employees, other organizations and the public.
Ability to follow verbal and written instructions.
Ability to communicate effectively orally and in writing.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical efforts primarily in an office setting with occasional work in the field or remote work sites.

MINIMUM QUALIFICATIONS: A Bachelor's degree in Human Services, Social Work, Counseling or related field; and two (2) years of professional case management work experience in serving hard to service clients and families; or an equivalent combination of education, training and experience which provides the capabilities to perform the described duties.

SPECIAL REQUIREMENTS: Must possess a valid state driver's license. Within 90 days of date of hire must obtain a Navajo Nation Vehicle Operator's Permit.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.